

Application No.: 10/032,967
Amendment dated June 8, 2004
Reply to non-final Office Action dated March 8, 2004

Docket No.: 8827.008.00-US

Amendments to the Specification:

Please replace paragraph [0001] with the following amended paragraph:

[0001] The instant utility patent application claims the benefit of the filing date of Oct. 27, 2000 of earlier pending provisional application 60/243,469 under 35 U.S.C. 119(e). Five utility patent applications are being filed simultaneously that relate to various aspects of eService management. The five utility applications are entitled “The eService Business Model” (application serial no. 10/035,601), “Framework for eService Management (application serial no. 10/035,657), “Behavior Experts in eService Management” (application serial no. 10/032,967), “The Uniform Data Model” (application serial no. 10/032,968), and “Adaptive Feedback Control in eService Management” (application serial no. 10/032,966). The subject matter of each is hereby incorporated by reference into each of the others.

B1